• Remove the ballot cards with the voter stub attached from the stapled pads. Please do not remove multiple ballots from the pads, this may result in giving more than one ballot to a voter and could make balancing later difficult.

• Confirm that the serial numbers are the exact same for both cards.

• Slide the ballot cards into the secrecy sleeve and give ballot to the voter.

• Direct the voter to the empty voting booth or table.

• Advise voter to return the pen and voted ballot in the secrecy sleeve to Ballot Box Clerk. If there is more than one precinct in the polling location, direct voter to the Ballot Box that matches the Precinct # on their ballot. The secrecy sleeves are color coded to match the color of the tally sheet on the Ballot Box.

• Coordinate with the Ballot Box Clerk to ensure there are enough secrecy sleeves and pens to give to voters.

**If a voter returns a spoiled precinct ballot, direct them to the Roster Clerk so the spoiled ballot can be tallied, and the correct precinct is verified before issuing another ballot.**

---

**Call Center VBM Confirmation Slip Example**

- **Call Center Vote-by-Mail Confirmation (805) 781-1888**
- **Con # 101**
- **Voter Name:** JOHN Q. VOTER
- **Voter ID #:** 40 BA 695000000
- **Ballot Returned:** Yes (Vote Provisional) / No (Vote Poll Ballot)
- **Verified by:** Call Center Staff name

---

**Roster Example**

---

**Ballot Clerk Call Center Verification of VBM Status**

If voter does not have a ballot to surrender, the Roster Clerk will complete a Call Center VBM Confirmation slip.

Ballot Clerk will contact the VBM Call Center (805) 781-1888

VBM Call Center personnel will ask for voter information

Complete the Call Center VBM confirmation slip with the information that was relayed by the VBM Call Center personnel.

- If ballot has not been returned, CIRCLE NO
- If ballot has been returned- CIRCLE YES
- Complete Call Center staff name on the “Verified by” line.

Ballot Clerk will hand the confirmation slip to voter and direct voter to the Roster Clerk to be processed.